

STATEWIDE  
*Arizona Air National Guard*  
Active Guard/Reserve (AGR) Announcement  
JOINT FORCES HEADQUARTERS/HRO  
5636 East McDowell Road, Bldg M5710  
Phoenix, Arizona 85008-3495  
PHONE (602) 629-4826: DSN 853-4826  
WEBSITE: //dema.az.gov/azng-human-resources

ANNOUNCEMENT NUMBER:  
19-265A

OPENING DATE:  
31-May-2019

CLOSING DATE:  
17-Jun-2019

POSITION TITLE, SERIES, GRADE AND POSITION NUMBER:  
IT Specialist (CUSTSPT), D2182P01, GS-2210-11, E-5/SSgt, MPCN: 009602290J

**\*\*Applicants who currently possess a military grade one grade level higher than above posted grade level may be considered for this vacancy. If an over graded applicant is selected they must be reduced in grade prior to being accessed into this position. Applying for and accepting a lower graded military position is considered a voluntary reduction in grade. IAW ANGI 36-2503, an applicant must submit in writing their willingness to be administratively reduced in grade and submit this letter with their application package.\*\***

APPOINTMENT FACTOR:  
OFFICER ☐ ENLISTED ☒

AFSC:  
3D1X1

ASVAB:  
E-60; or E-55 and Cyber-Test 60

LOCATION OF POSITION: 162nd Wing, Tucson, Arizona

**AREA OF CONSIDERATION:** This position is the Active Guard and Reserve Force and is **open to current members of the (All Units), Arizona Air National Guard.** Individual selected will receive an Active Duty Title 32 Tour with the Arizona Air National Guard. In order to be considered for this position applicants must meet minimum qualifications. **PCS funds are authorized.**  
**NOTE:** This position subject to rotating shifts, weekends, holidays, and on-call duties.  
**NOTE:** Must currently possess the AFSC of 3D1X1.  
**NOTE:** Open to current E-5/SSgt's.

**INSTRUCTIONS FOR APPLYING:**

**Applications must be submitted following the instructions on this announcement. Incomplete applications will not be processed. Written explanation is required for any missing documents. The following items are mandatory for all AGR announcements:**

- **NGB Form 34-1, Application for Active Guard/Reserve (AGR) Position.**
- **Detailed Resume**
- **AZNG Forms 335-2-R, Knowledge, Skills and Ability Supplement**
- **Current Report of Individual Personnel (RIP). RIP can be obtained from the servicing Military Personnel Flight (MPF). In lieu of a RIP, applicant may provide a printout from the Virtual MPF (vMPF). Select 'Record Review' and then 'Print/View All Pages'. *For Enlisted Members, documents MUST show your ASVAB scores.***
- **Copy of current Fitness Test scores, if exemptions exist please include the AF 469. Must be within 12 months.**
- **Copy of AF Form 422, Physical Profile Serial Report and DD Form 2992 (for flight status), Flight Physical. (Both forms must be current within 12 months) This form can be obtained from your Wing Clinic.**

**The following documents are not required but strongly recommended for validation of experience/education:**

- **Letter of verification of Security Clearance from local Security Manager.**
- **AZ Form 34-1, Arizona AGR Application Supplement**
- **AZNG Form 335-1-R, Military Brief**

**APPLICATIONS MUST BE MAILED OR HAND CARRIED TO: Human Resources Office, 5636 E. McDowell Road, Bldg M5710, Phoenix, AZ 85008-3495. Applications must be postmarked No Later Than the closing date on this announcement.** The Human Resources Office will not accept applications that are mailed at government expense or forwarded through an internal mail system. Faxed applications will not be accepted. **Electronic applications are only accepted for individuals who are deployed or assigned OCONUS. Please send electronic package, including a copy of deployment orders, by clicking the "Contact Us" link on the Dema.az.gov website then clicking AZNG Human Resources Office link. NO BINDERS OR BOUND DOCUMENTS PLEASE.**

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#### **NATIONAL GUARD REQUIREMENTS:**

1. Must be in compliance with physical fitness, height, weight, and body fat measurement standards as listed in AFI 36-2905.
2. If selected member is pregnant, orders may commence as long the member can safely perform duties within the restrictions of the AF 469 and with chain of command approval.
3. If required, we will initiate an investigation for a security clearance. Unfavorable results will be cause for your immediate separation.
4. Individuals who cannot obtain 20 years of Active Federal Service prior to reaching mandatory retirement, age 60 for enlisted personnel, or mandatory separation date for officers and those within their first 24 months of an AGR assignment or reassignment must submit a Statement of Understanding prior to the closing date of this announcement. If selected you must submit a Waiver for Exceptional Circumstances through the HRO remote to the HRO for approval. Waivers must justify why it is in the best interest of the unit, State, or Air National Guard.
5. You must meet eligibility requirements of AFI36-2101 Classifying Military Personnel (Officer and Enlisted) and ANGI 36-101 (The Active Guard/Reserve Program).
6. Applicants for E-8 positions must have the ability to complete Senior Noncommissioned Officer Academy within 36 months of assignment IAW para 2.20.1 of ANGI 36-2101.
7. Individuals selected for Control Grade positions are subject to Control Grade availability.

**Acceptance of this position requires participation in the Direct Deposit/Electronic Funds Transfer Program**

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**EVALUATION PROCESS:** Each applicant must **FULLY SUBSTANTIATE** on their application how they meet the requirements listed in the specialized experience area; otherwise applicant will be considered unqualified for this position. Applications will be evaluated solely on information supplied in the application (NGB Form 34-1) or resume. Experience will be evaluated based on relevance to the position for which application is being made. Include job titles, starting and ending dates (month and year), hours per week, salary, duties/accomplishments, employer(s) name and address, and supervisor(s) name/phone number and permission to contact.

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**EQUAL OPPORTUNITY:** The Arizona National Guard is an Equal Opportunity Employer. Selection for this position will be made without regard to race, religion, age, national origin, sex, political affiliation, marital status, membership or non-membership in an employee organization or any other non-merit factor.

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#### **KNOWLEDGE, SKILLS AND ABILITIES REQUIRED FOR SUCCESSFUL PERFORMANCE IN THIS POSITION:**

**Each applicant should fully justify on their application how they meet each KSA listed below using AZNG Form 335-2-R to reference the justification.**

1. Ability to serve as a focal point for ensuring functionality and operability of the assigned IT/data systems/functions, voice and wireless systems to support mission requirements of Wing, Geographically Separated Units (GSU), and Tenants.
2. Ability to provide customer technical assistance and support for all users; provide ongoing technical support to customers to ensure proper functional use of equipment and programs and to preclude undue interruptions to IT and communications services; work with customers to ensure efficient operations which support each units' requirements.
3. Ability to install, maintain, and repair hardware devices supporting a broad range of information and communications systems; use detailed knowledge of concepts, principles, methods, and practices with sophisticated diagnostic equipment and complex diagnostic software to identify and resolve internal system and network conflicts.
4. Ability to provide formal or informal training to ensure users understand the interrelationships of the system and are able to operate the system without undue difficulty; prepare user manual or instructions for assigned applications.
5. Ability to serve as a team leader or member of special projects and to coordinate and document the work of the team.

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**SPECIALIZED EXPERIENCE:** Must have experience, education or training that has provided a basic knowledge of data processing functions and general management principles that enabled the applicant to understand the stages required to automate a work process. Experience may have been gained in work such as computer operator or assistant, computer sales representative, program analyst, or other positions that required the use or adaptation of computer programs and systems. Must also have experience, education, or training that approaches techniques and requirements appropriate to an assigned computer applications area or computer specialty area in an organization. Experience planning the sequence of actions necessary to accomplish the assignment where this entailed coordination with others outside the organizational unit and development of project controls. Experience that required adaptations of guidelines or precedents to meet the needs of the assignment. Experience preparing documentation on cost/benefit studies where is involved summarizing the material and organizing it in a logical fashion.

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**BRIEF JOB DESCRIPTION:** This position is part of a call center that is the single point of contact for the 162d Communications Flight (162 CF). Incumbent reports to the Comm Focal Point (CFP) lead and provides direct CFP support for the 162 CF. Position fields customer calls, walk-ins, and automated inquiries and identifies communications issues and in turn, assigns the repair requests to the appropriate work center through an incident management system. Routinely performs Client Support Technician (CST) duties for customer end-devices to include hardware, software, configuration, and connectivity activities. Assists with tracking all 162 CF scheduled and unscheduled maintenance, inputs data into multiple Government-provided systems. Supports the CFP's function of receiving, distributing, and reporting of Cyber NOTAMs and orders. Provides on-call/after-hours support as needed on a rotational basis. Excellent customer service skills are required and have the ability to thrive in a high stress environment.

**SELECTING OFFICIAL:** SMSgt Stephen Zimmer

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